

3DGence CARE

Scheduled maintenance and service plan
for INDUSTRY F420 printer means

- Reliability and full functionality of the machines
- Elimination of production stoppages in order to maintain processes continuity
- Original spare and wear parts and professional service
- Full support of 3DGence team in terms of machine maintenance and service



We offer two packages to choose from:

CARE

2 maintenance visits
(every 6 months or after each 3000 printing hours*)

CARE+

4 maintenance visits
(every 6 months or after each 3000 printing hours*)

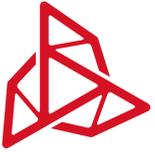
Customers who decide to purchase the 3DGence INDUSTRY F420 together with 3DGence CARE or CARE+ package, after the last visit of the selected program will be given the opportunity to re-purchase the service and keep the device in full working order.

3DGence CARE maintenance and service visit schedule:

Time from the purchase		Printing time	Service visit	Package
6 months	OR	3000 h	1	CARE
12 months	OR	6000 h	2	
18 months	OR	9000 h	3	CARE+
24 months	OR	12000 h	4	

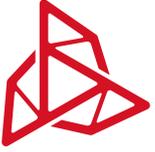
Dates of visits may be pre-determined according to the schedule. The customer is obliged to inform the 3DGence support and service department about the necessity of an earlier visit resulting from the printing time.

*depends on what happens first. The date of the visit should be set at +/-1 month or +/-500 hours of printing time in relation to the schedule.



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Maintenance activities	CARE		CARE+	
	Visit 1	Visit 2	Visit 3	Visit 4
Diagnostic and inspection of the 3D printer	✓	✓	✓	✓
Printing chamber cleaning	✓	✓	✓	✓
Cleaning of the cleaning station and container	✓	✓	✓	✓
Extruders cleaning and gear lubrication	✓		✓	
Slats and brushes replacement in cleaning station	✓	✓	✓	✓
X axis lubrication	✓	✓	✓	✓
Y axis lubrication	✓	✓	✓	✓
Z axis lubrication	✓	✓	✓	✓
Gear belts adjustment	✓	✓	✓	
Module cooling filter replacement	✓	✓	✓	✓
Light bulb replacement <small>(if unnecessary, the customer will receive it as a spare part)</small>	✓	✓	✓	✓
Glass heatbed replacement <small>(if unnecessary, the customer will receive it as a spare part)</small>	✓	✓	✓	✓
Extruder T0 replacement		✓		✓
Extruder T1 replacement		✓		✓
Curtains replacement in X axis		✓		✓
Curtains replacement in Y axis		✓		✓
Gear belt replacement in X axis				✓
Gear belts replacement in Y axis				✓
Gear belt replacement in Z axis				✓



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Suggested prices of packages for end customers:

Package	Price
3DGence CARE	5 000 €
3DGence CARE+	11 000 €

The prices quoted are net prices.

Prices of packages for 3DGence Authorized Partner:

Package	Price
3DGence CARE	4 500 €
3DGence CARE+	9 900 €

The prices quoted are net prices.

Service visits purchased by the Customer as part of 3DGence CARE packages can be carried out by 3DGence service staff.

An Authorized 3DGence Partner with its own trained service staff can also carry out maintenance and service visits on its own, and in this case, it will receive compensation for each of the visits carried out, according to the table below:

Service visit	Price	Package
1	700 €	CARE
2	700 €	
3	700 €	CARE+
4	1050 €	

Prior to each appointment made within the 3DGence CARE program, the service will receive a set of parts necessary for the proper performance of all maintenance and servicing activities.

During the visit, the service is obliged to carry out all the activities provided for in the visit schedule and fill in the checklist. The checklist sent to 3DGence signed by the customer is the basis for the Partner to issue an invoice for the visit.